

WASHINGTON STATE
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND ADULT SERVICES ADMINISTRATION

MULTIPURPOSE SENIOR CENTER PROGRAM GUIDELINES
Revised May 1990

The following guidelines for a multipurpose senior center apply only to senior centers receiving Older Americans Act funds from an Area Agency on Aging. The Area Agency may award funds for only those purposes described in federal regulations for the Older Americans Act (45 CFR, Chapter XIII, Part 1321, Subpart H, Sections 1321.121 – 1321.137), and the Area Agency must ensure that any senior center which it funds complies with all requirements of these sections and all relevant requirements of Part 1321.

Included with the multipurpose senior center guidelines are two Attachments.

Attachment I: Vulnerability criteria, Title III of the Older Americans Act (OAA) eligibility criteria, contribution policy.

Attachment II: A suggested checklist for monitoring a multipurpose senior center against the program guidelines. The monitoring checklist may be used by a senior center to monitor its own compliance and/or it may be used by an Area Agency on Aging to evaluate the service provider's compliance.

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PROGRAM DEFINITION

A multipurpose senior center is a community facility where older persons can meet together, receive services and participate in activities that will enhance their dignity, support their independence and encourage their involvement in the life and affairs of the community. Such a center also acts to promote community awareness of the needs of older people and support the development of community resources which serve older people.

TARGET POPULATION

The target population served by multipurpose senior centers is persons age 60 and over who need the services provided by a multipurpose senior center to increase their interaction with others and/or their involvement with the community.

All persons served should be members of the target population.

To the degree feasible, persons served should meet the vulnerability criteria listed in Attachment I.

AVAILABLE FUNDING

This program may be funded by Title III of the Older Americans Act. Refer to Attachment I for eligibility requirements and the contribution policy.

ORGANIZATIONAL STRUCTURE

A multipurpose senior center must be a legally constituted public or private nonprofit agency. It may be a single facility, a network of neighborhood sites, a mobile unit or any combination of these that best meets the requirements of its service area.

If feasible, a multipurpose senior center should establish an advisory body to make recommendations on policy formulation and general program operation. The advisory body should be broadly representative of the community where the center is located and include a significant number of participants as members.

PHYSICAL FACILITY AND EQUIPMENT

To the degree possible, multipurpose senior centers should be located in areas central to the target population and be easily accessible by public or other means of transportation, including specialized transportation for older people with mobility problems.

The physical facility, premises and equipment should be maintained in a clean and sanitary condition, free of hazards and in good repair. Periodic fire/safety inspections should be made and reports kept on file at the center.

Furniture and equipment used by participants should be comfortable and safe and compensate for visual and mobility limitations.

Heating, ventilation and lighting should be adequate to protect the health of participants and staff.

There should be adequate space to allow participants to engage in group activities without overcrowding, ensure the availability of private areas for counseling and other individual services, provide sufficient office space where staff can work without undue interruption and provide adequate storage space for program and operating supplies.

There should be sufficient toilet facilities which are accessible to and equipped for use by the mobility impaired.

Basic first aid supplies should be available and located in a safe place.

PROGRAM PLANNING

The basic goal of a multipurpose senior center is to provide the means to develop the potential inherent in older people. To achieve this goal, the center should develop a planned program dedicated to meeting the interrelated needs of the total individual and helping older people to help themselves. The following suggestions are made to help centers plan an effective program.

1. Program goals and objectives should be clearly stated and understood by the governing and/or advisory body, funding sources, staff, participants and the community at large. Objectives should be specific, verifiable and achievable and actual program activities and services should be consistent with stated goals and objectives.
2. The governing and/or advisory body, representatives of funding sources, staff, participants, professionals in the community and community leaders should be included in the process of establishing goals and objectives and in program planning.
3. The program developed should meet the needs, interests and abilities of all participants. Options and choices should include active and passive participation and group and individual activities.
4. In addition to providing a recreational/social outlet for participants, program activities should meet their service needs and promote personal growth. Participants should also be provided with opportunities to maintain or increase their independence and contribute to their communities.

COMMUNITY RELATIONS

An important characteristic of a multipurpose senior center is its involvement with the community it serves. A multipurpose senior center should make a strong effort to link with other community planning and service agencies and thereby contribute to the overall planning of services for older people. It should become an integral part of the community's service delivery system by providing services, providing a site for the delivery of other agency's services, informing participants about the services of other agencies and facilitating participant's access to other services.

A multipurpose senior center should also serve as a community resource for information and training about older people. It can bring older people's skills, talents and experiences to the broader community through such techniques as encouraging participants to serve on community planning bodies and take an active role in educating the community about issues and problems which affect older people.

PROGRAM SERVICES

A multipurpose senior center may provide services within its own facility or may arrange for participants to have access to services provided elsewhere in the community. Services provided at the center may be provided by center staff, center volunteers, staff from other community agencies or individuals in the community who have expertise in a given area. Each center must prepare a written description of services that will be provided at the center and services the center has access to and can arrange for a participant to receive. A current monthly calendar of services and activities available to participants should be conspicuously posted by the beginning of the month.

A minimum of five (5) services or programs from the Social, Health and Nutrition, and/or Training/Education/Personal Growth categories below should be available to center participants. The number and types of services or programs will vary according to center size and the community where the center is located. The center should provide or arrange for participants to have access to as many of the following services as feasible:

HEALTH AND NUTRITION	SOCIAL	TRAINING/EDUCATION/ PERSONAL GROWTH
Nutritionally Balanced Meal	Information & Assistance or Case Management	Special Courses and Classes
Nutrition/Health Education & Counseling	<ul style="list-style-type: none">- Referral to community resources- Helping participants obtain needed services- Provision of service coordination	Problem Solving Groups
Shopping Assistance		Guest lecturers
Well Adult Clinics or Health Screening Services	Transportation	Telephone Reassurance Program for
	Home Repair Application	<ul style="list-style-type: none">- Shut-ins- Persons Living Alone

(Continued)

HEALTH AND NUTRITION	SOCIAL	TRAINING/EDUCATION/ PERSONAL GROWTH
Preventive Community Health Services (Blood Pressure and Immunizations, Footcare, etc.) Exercise Program	Housing Assistance Employment Counseling and Referral Legal Aid <ul style="list-style-type: none"> - Helping participants determine their legal status - Preparing legal documents - Providing information about legal issues Planned Social and Recreational Activities Information about Public Benefit Programs <ul style="list-style-type: none"> - Food stamps - Medicare - Medicaid - SSI - Emergency Assistance Financial Counseling <ul style="list-style-type: none"> - Budgeting - Estate planning - Tax Counseling Individual and Group Counseling	Friendly Visiting Program for <ul style="list-style-type: none"> - Shut-ins - Persons Living Alone - Nursing Home Residents Volunteer Programs <ul style="list-style-type: none"> - Retired Senior Volunteer - Senior Companion - Foster Grandparent - Other Supervised Volunteer Activities Leadership Development Programs Planned Activities designed to involve participants in solving special problems or promote the well-being of older people

Multipurpose senior centers should be open a sufficient number of days a week and a sufficient number of hours a day to provide the services required by older persons who utilize center services. The number of days per week and number of hours per day may vary according to the size and the goals and objectives of the center.

STAFF/VOLUNTEER GUIDELINES

A multipurpose senior center should be managed by a qualified individual, either paid or volunteer. The manager or his/her designee should be on the premises during all operating hours. The manager should be responsible for planning and coordinating all center activities and maintaining liaison with the Area Agency and other community agencies and organizations.

A volunteer program should be formally established as an integral part of the center structure. Volunteer assignments should reflect a proper assessment of the volunteer's unique personal experiences, abilities and interests while remaining compatible with the needs of the center. Responsibility for the recruitment, selection, orientation, training, coordination and supervision of volunteers should be assigned to a designated person.

There should be a sufficient number of qualified staff and/or volunteers to effectively conduct the center's programs and services.

There should be written job descriptions for staff and key volunteers which define the skills, experience and training necessary for each position and list the duties and responsibilities of each position.

Staff and volunteers should have the opportunity to participate in ongoing training that will improve their skills and foster the development of positive attitudes towards older people. To the degree possible, training should be tailored to the individual needs of staff and volunteers and should include training related to the needs of center participants whose functioning is impaired. Staff and volunteers should be encouraged to participate in conferences, seminars and training sessions available in the community.

Regularly scheduled meetings should be held for staff and key volunteers.

The performance of each staff member should be periodically evaluated and the results of this evaluation must be documented and kept on file.

ADMINISTRATIVE GUIDELINES

Basic operational policies and procedures should be in writing and available to the governing/advisory body, funding sources, staff, volunteers and participants.

A record which contains the following information should be maintained for each participant:

1. Name, birthdate, home address and phone number of participant
2. Name, address and phone number of participant's physician
3. Name, address and phone number of person(s) to contact in case of emergency
4. Known medical conditions or disabilities which would limit participation in certain activities or be important in case of illness or emergency

Attendance should be kept of the number of older persons who regularly participate in center activities.

A record which contains the following information should be maintained for each staff member and regular volunteer:

1. Name, home address and phone number of staff member or volunteer
2. Name, address and phone number of staff member's or volunteer's physician
3. Name, address and phone number of person(s) to contact in case of emergency
4. Record of attendance (number of hours worked on behalf of the center)
5. Date staff member was employed or volunteer began serving
6. Date staff member or volunteer terminated services
7. Date and content of performance evaluation (staff only)

The center should carry appropriate and sufficient insurance to provide adequate protection to staff, volunteers and participants.

The center should conduct an annual evaluation to determine whether the program is complying with the guidelines for a multipurpose senior center, achieving its goals and objectives and meeting the needs of participants. The results of this evaluation should be documented and kept on file.

REFERRAL TO INFORMATION AND ASSISTANCE/CASE MANAGEMENT (I&A/CM)

Subject to participant consent, all participants who appear to meet the vulnerability criteria listed in Attachment I should be referred to the I&A component of the I&A/CM program for screening to determine the need for case management services.

MULTIPURPOSE SENIOR CENTER PROGRAM GUIDELINES

VULNERABILITY CRITERIA

A person is considered vulnerable if he/she meets the following criteria:

1. Is unable to perform one or more of the activities of daily living listed below without assistance due to physical, cognitive, emotional, psychological or social impairment.
 - Ambulation
 - Bathing
 - Cooking
 - Dressing or undressing
 - Eating
 - Housework
 - Laundry
 - Manage medical treatments (prescribed exercises, change of dressing, injections, etc.)
 - Manage medications (what to take, when to take, how to store properly, etc.)
 - Manage money (budgeting, check writing, etc.)
 - Personal hygiene and grooming
 - Shopping
 - Telephoning
 - Toileting
 - Transfer (getting in and out of bed/wheelchair)
 - Transportation

OR

2. Has behavioral or mental health problems that could result in premature institutionalization, or is unable to perform the activities of daily living listed in #1, or is unable to provide for his/her own health and safety primarily due to cognitive, behavioral, psychological/emotional conditions which inhibit decision-making and threaten the ability to remain independent.

AND

3. Lacks an informal support system: Has no family, friends, neighbors or others who are both willing and able to perform the service(s) needed or the informal support system needs to be temporarily or permanently supplemented.

OAA ELIGIBILITY REQUIREMENTS

Age 60 or over or spouse of person age 60 or over.

MULTIPURPOSE SENIOR CENTER PROGRAM GUIDELINES

CONTRIBUTION POLICY

Persons who receive services funded by Title III of the Older Americans Act must be given a free and voluntary opportunity to contribute to the cost of services provided. The same opportunity must be extended to persons who receive an SCSA-funded service which is not subject to a means test. The service provider must protect each person's privacy with respect to his/her contribution, establish procedures to safeguard and account for all contributions made by users of the service and use all such contributions to expand the service which received the contribution.

The service provider may develop a suggested contribution schedule. If a schedule is developed, the provider must consider the income ranges of older persons in the community and the provider's other sources of income. No otherwise eligible person may be denied service because he/she will not or cannot contribute to the cost of the service.

MULTIPURPOSE SENIOR CENTER PROGRAM GUIDELINES
SUGGESTED CHECKLIST FOR MONITORING AGAINST PROGRAM GUIDELINES

Guideline	Yes	No	N/A
<u>PHYSICAL FACILITY AND EQUIPMENT</u>			
The center is centrally located.			
The center is easily accessible by public or other transportation.			
Specialized transportation for older people with mobility problems is available.			
The physical facility, premises and equipment are maintained in a clean and sanitary condition, free of hazards and in good repair.			
Periodic fire/safety inspections are made and reports are on file at the center.			
Furniture and equipment used by participants are comfortable, safe, and compensate for visual and mobility limitations.			
Heating, ventilation and lighting are adequate to protect the health of participants and staff.			
There is adequate space for participants to engage in group activities without overcrowding.			
There are private areas for counseling and other individual services.			
There is sufficient office space where staff can work without undue interruption.			
There is adequate storage space for program and operating supplies.			
There are sufficient toilet facilities which are accessible to and equipped for use by mobility impaired.			
Basic first aid supplies are available and located in a safe place.			
<u>Comments on Physical Facility and Equipment</u>			

MULTIPURPOSE SENIOR CENTER PROGRAM GUIDELINES
SUGGESTED CHECKLIST FOR MONITORING AGAINST PROGRAM GUIDELINES

Guideline	Yes	No	N/A
<u>PROGRAM PLANNING</u>			
The basic goal of the center is to provide means to develop the potential inherent in older people.			
The center has developed a planned program dedicated to meeting the interrelated needs of the total individual and helping older people help themselves.			
Program goals and objectives are clearly stated and understood by the governing/advisory body, funding sources, staff, participants and community at large.			
Objectives are specific, verifiable and achievable.			
Program activities and services are consistent with stated goals and objectives.			
The governing/advisory body, representatives of funding sources, staff, participants, professionals in the community, and community leaders are included in the process of establishing goals and objectives and program planning.			
The program developed meets the needs, interests, and abilities of all participants.			
Options/choices include active and passive participation and group and individual activities.			
The program provides recreational/social outlets for participants.			
Program activities meet service needs and provide opportunities for personal growth of participants.			
Participants are given opportunities to maintain or increase their independence and contribute to their communities.			
<u>Comments on Program Planning</u>			

MULTIPURPOSE SENIOR CENTER PROGRAM GUIDELINES
SUGGESTED CHECKLIST FOR MONITORING AGAINST PROGRAM GUIDELINES

Guideline	Yes	No	N/A
<u>COMMUNITY RELATIONS</u>			
The center makes a strong effort to link with other community planning and service agencies and contribute to the overall planning of services for older people.			
The center has become an integral part of the community service delivery system by providing services, providing a site for delivery of other agency's services, informing participants about the services of other agencies and facilitating participant access to other services.			
The center serves as a community resource for information and training about older people.			
The center brings older people's skills, talents and experiences to the broader community through such techniques as encouraging participants to serve on community planning bodies.			
The center takes an active role in educating the community about issues and problems which affect older people.			
<u>Comments on Community Relations</u>			
<u>PROGRAM SERVICES</u>			
The center has prepared a written description of services that will be provided within its own facility.			
Services at the center are provided by center staff.			
Services at the center are provided by center volunteers.			
Services at the center are provided by staff from other community agencies.			
Services at the center are provided by individuals in the community who have expertise in a given area.			

MULTIPURPOSE SENIOR CENTER PROGRAM GUIDELINES
SUGGESTED CHECKLIST FOR MONITORING AGAINST PROGRAM GUIDELINES

Guideline	Yes	No	N/A
<u>PROGRAM SERVICES (CONT.)</u>			
The center has prepared a written description of services it has access to or can arrange for participants to receive in the community.			
A current monthly calendar of services and activities available to participants is conspicuously posted by the beginning of the month.			
The center makes a minimum of five services or programs available to participants from the Social, Health and Nutrition and/or Training/Education/Personal Growth categories.			
<p>List available social programs.</p> <p>List available health and nutrition programs.</p> <p>List available training/education/personal growth programs.</p> <p>Days and hours of operation are sufficient to provide the services required by older persons who utilize center services.</p>			
<p>The center is open _____ days a week.</p> <p>The center is open _____ hours a day.</p> <p>Goals and objectives of the center are being met.</p>			
<u>Comments on Program Services</u>			
<u>STAFF/VOLUNTEER GUIDELINES</u>			
The center is managed by qualified individuals (paid or volunteer).			

MULTIPURPOSE SENIOR CENTER PROGRAM GUIDELINES
SUGGESTED CHECKLIST FOR MONITORING AGAINST PROGRAM GUIDELINES

Guideline	Yes	No	N/A
<u>STAFF/VOLUNTEER GUIDELINES (CONT.)</u>			
The manager or designee is on the premises during all operating hours.			
The manager is responsible for maintaining liaison with the AAA and other community agencies and organizations.			
A volunteer program is formally established as an integral part of the center structure.			
Volunteer assignments reflect a proper assessment of the volunteer's unique personal experiences, abilities, and interests while remaining compatible with the needs of the center.			
Responsibility for recruitment, selection, orientation, training, coordination and supervision of volunteers is assigned to a designated person.			
There is a sufficient number of qualified staff/volunteers to effectively conduct the center's programs and services.			
There are written job descriptions for staff and key volunteers which define the skills, experiences and training necessary for each position.			
Duties and responsibilities of each person are listed.			
Staff and volunteers have the opportunity to participate in ongoing training that will improve their skills and foster the development of positive attitudes toward older people.			
Training, to the degree possible, is tailored to the individual needs of staff and volunteers.			
Training is related to the needs of the center participants whose functioning is impaired.			
Staff and volunteers are encouraged to participate in conferences, seminars and training sessions available in the community.			

MULTIPURPOSE SENIOR CENTER PROGRAM GUIDELINES
SUGGESTED CHECKLIST FOR MONITORING AGAINST PROGRAM GUIDELINES

Guideline	Yes	No	N/A
<u>STAFF/VOLUNTEER GUIDELINES (CONT.)</u>			
Regularly scheduled meetings are held for staff and key volunteers.			
The performance of each staff member is periodically evaluated and results of the evaluation are documented and kept on file.			
<u>Comments on Staff/Volunteer Guidelines</u>			
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<u>ADMINISTRATIVE GUIDELINES</u>			
Basic operational policies and procedures are in writing and available to the governing/advisory body, funding sources, staff, volunteers and participants.			
Records which contain following information is maintained for each participant:			
Name, birthdate, home address and phone number			
Name, address and phone number of participant's physician			
Name, address and phone number of person(s) to contact in case of emergency			
Known medical conditions or disabilities which would limit participation in certain activities or be important in case of illness or emergency			
Attendance is kept of the number of older persons who regularly participate in center activities.			
Records which contain the following information is maintained for each staff member and regular volunteer:			
Name, home address and phone number			

MULTIPURPOSE SENIOR CENTER PROGRAM GUIDELINES
SUGGESTED CHECKLIST FOR MONITORING AGAINST PROGRAM GUIDELINES

Guideline	Yes	No	N/A
<u>ADMINISTRATIVE GUIDELINES (CONT.)</u>			
Name, address and phone number of staff members' or volunteers' physician			
Name, address and phone number of person(s) to contact in case of emergency			
Record of attendance (number of hours worked on behalf of the center)			
Date staff member was employed or volunteer began serving			
Date staff member or volunteer terminated services			
Date and content of performance evaluation (staff only)			
The center carries appropriate and sufficient insurance to provide adequate protection to staff, volunteers and participants.			
The center conducts an annual evaluation to determine whether the program is complying with program standards, achieving its goals and objectives and meeting needs of participants.			
The results of this evaluation are documented and kept on file.			
<u>Comments on Administrative Guidelines</u>			
<u>REFERRAL TO I&A/CM</u>			
Participants who consent are appropriately referred to I&A for case management screening.			
<u>CONTRIBUTIONS</u>			
Clients are given the opportunity to contribute to the cost of services provided.			

MULTIPURPOSE SENIOR CENTER PROGRAM GUIDELINES
SUGGESTED CHECKLIST FOR MONITORING AGAINST PROGRAM GUIDELINES

Guideline	Yes	No	N/A
There are procedures to:			
Protect each client's privacy with respect to his/her contribution			
Safeguard and account for all contributions			
Use all contributions to expand services			
A suggested contribution schedule has been developed.			
No otherwise eligible person is denied service because he/she will not or cannot contribute to the cost of service.			
<u>Comments on Contributions</u>			
<u>OTHER COMMENTS</u>			
Does the service provider comply with all program guidelines?			
If no, has the Area Agency granted a waiver for each guideline not met?			
If no, attach action plan(s) for complying with any guideline(s) not met and for which no waiver has been granted.			